

SHIVANI MEHTA

105, GREEN WOOD AVENUE KING COLONY MITHAPUR JALANDHAR (PB.)
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EDUCATION

B.SC (Hons.) Economics

P.C.M.S.D COLLEGE FOR WOMEN

2014-2017

Guru Nanak Dev University

Main Subjects I will cover during studies

- English, Microeconomics, Mathematics of Economics, Computer Fundamentals, Statics
- Agriculture Economics, Industrial Economics, Money and banking, Labour Economics
- RDBMS, Indian Economy, Internet Applications, Public Finance
- SAD and Structure Program, Economy History, International Economics

Intermediate

Punjab School Education Board, Punjab - India

2012-2013

Main subjects taken during studies

- Geography, Hindi, English, Economics, Mathematics

High School

Punjab School Education Board, Punjab – India

2010-2011

Main subjects taken during studies

- Physics, Chemistry, Mathematics, Social Studies, Languages

EXPERIENCE

Muthoot Finance LTD.

05/2020 - 4/2022

Customer Care Executive

- Handling walk in customers and explaining them about the products.
- Target achievement for different products of company.
- Handling incoming and making outgoing calls.
- Maintain data in CRM software and generating reports.
- Handling emails and to co-ordinate with regional office.
- Other administrative day-to-day activities.
- Business development.
- Resolving customer queries

TOOLS AND SKILLS

Hard Skills – CRM software, MS Office (Excel, Word, Power point)

Soft Skills– Multi-tasking, Time Management, Determined, Hard Working and Confident, Payment Processing, Pos System Expert, Money Handling Abilities, Customer Services-Focused.

- **Languages** – English, Hindi, Punjabi

DECLARATION :- I hereby declare that all the information above is true to the best of my knowledge and belief.